



hushoffice think^ospace

Hushoffice Manufacturer Warranty

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thinkspaceoffice.com

Manufacturer Warranty

Hush products are a symbol of top quality. It has been designed and manufactured with cutting-edge technology, drawing on the company's long-standing tradition of product production.

We guarantee that our products will give you a lot of satisfaction for many years. In case of any problem, we are at your disposal with our warranty assistance.

Chapter I Basic Terms and Conditions

MIKOMAX, as the Manufacturer, guarantees high quality and functionality of the product, provided it is properly assembled, placed and used in accordance with its intended purpose. In case any defect is identified in a piece of product, the Seller who is the authorised representative of the Manufacturer shall be required to provide warranty services on behalf of the Manufacturer in accordance with the following rules:

1. The warranty period shall be:

5 Year Warranty

Frame
Ceiling
Base
Glass
Upholstered Elements & Carpet

2 Year Warranty

Electrical Components
Fans, lighting, and sensors

This is activated from the date of the Seller's issuing an invoice for the product.

2. The Customer shall be required to read the Warranty Letter and confirm this with his or her signature and stamp. The Warranty Letter that was not signed by the Customer shall not be a basis for lodging a complaint

3. The warranty shall be recognised after the Seller is provided with:

- This Warranty Letter
- A proof of purchase and payment
- The product under warranty

4. Complaints regarding defects shall be accepted by the unit where the purchase was made

5. The Customer shall be obliged to use warranty services provided by the Seller, or else shall lose his or her warranty rights

Chapter II General Rules of Product Use

1. Product shall be used according to its intended purpose and structure in indoor environments protected against the elements

2. The floors indoors shall be horizontal, even and moisture-proof

3. The temperature indoors shall be between 18C – 30C, while the relative humidity of the air shall be between 40 and 70%

4. The surfaces of desks, tables and bookcases shall be protected against any direct impact of heat, moisture, and caustic substances

5. It is necessary to avoid strong spot tension in upholstered product; otherwise the fabric/leather may be torn, split up or ripped
6. Light upholstery fabrics shall not encounter dyeing fabrics to avoid the risk of permanent coloration. An upholstery of intense colour may be colouring in the initial phase of use
7. Sharp-edged objects (briefcases, laptops, and metal-bound binders) or rough-surfaced objects may scratch product; consequently, it is recommended to use pads
8. The admissible weight load capacity of 40cm to 80cm wide shelves is 15kg
9. The admissible weight load capacity of glass shelves and surfaces is 10kg
10. While loading shelves, it is necessary to remember about the even loading of the whole shelf surface
11. The proper way of assembly, as well as the number of elements and complementary accessories is indicated in the assembly manual for any given type of product

Chapter III Product Maintenance Rules

Melamine product:

1. In case any liquid is poured onto a piece of the product, it shall be immediately wiped off before drying
2. All surfaces may be cleaned and treated using commonly available product maintenance products in accordance with the rules of use and the user's manuals; it is forbidden to use preparations containing polishing agents, such as cleaning powders, pastes and milks that may scratch the surface
3. A cleaning or maintenance product shall be applied on a dry soft fabric and used to wipe the piece of product

Product with fabric upholstery:

1. Product shall be cleaned on a regular basis to prevent accumulation and retention of dirt, dust, and/or other debris for a long time
2. Fabrics shall be brushed at least once a week with a soft natural bristle brush or cleaned using a vacuum cleaner with an upholstery brushing cap, avoiding excessive rubbing that may damage the leather fibres. It is necessary to beat upholstery elements that may be removed
3. Wet and oily stains shall be dried using an absorbent cloth and then a clean and soft sponge impregnated with lukewarm water and a neutral cleaning product or a solution of soft soap and water. The upholstery fabric shall not be soaked. Any stains shall be cleaned with circular movements from the outside in so as not to spread dirt. Any remaining moisture shall be dried with a well-absorbing cloth and allowed to dry at room temperature
4. Solid dirt shall be removed carefully with a blunt and flat object, e.g. a spoon
5. Upholstered product shall be cleaned by professional upholstery cleaning firms

NOTE: Before you start to clean any piece of product, check in an unobtrusive area how the surface reacts to the cleaning product and comply with the manufacturer's recommendations. Cleaning products shall not contain paraffin, alcohol, and other solvents.

Chapter IV Complaint Procedure

1. In case any defects or deficiencies are identified, a complaint shall be lodged within the following time limits:

- in case of patent defects or quantity deficiencies - upon the acceptance of the products and the issuance of an acceptance and delivery report
 - in case of hidden defects - immediately, but not later than within 3 days from their identification
2. The Seller shall examine a complaint based on of a proof of purchase - an invoice - and a payment confirmation presented by the Customer
 3. A complaint must be lodged in writing and must be signed by the Customer
 4. A complaint must include the following details:
 - The purchase date and the invoice number
 - The date when the defect was reported by the Customer
 - The Customer's address and telephone number
 - A detailed description of the type of defect
 - The Customer's company stamp, legible full name, title, and signature of the person lodging the complaint
 5. The Seller undertakes to examine the complaint as soon as possible, but not later than within 2 working days from the day of its lodging
 6. In case it is necessary to carry out a survey at the Customer's office, the time limit for examining the complaint shall not be longer than 7 days from lodging the complaint
 7. The basic way of handling a complaint is to repair the piece of product, restoring its use and aesthetic value
 8. The Seller is obliged to provide the Customer with product or elements thereof that are free from defects as soon as possible, but not later than within 21 days from the date of lodging the complaint, unless the Customer gives written consent to extend this time limit
 9. The warranty period shall be extended by the period of handling the complaint if the Customer is unable to use the piece of product according to its intended purpose because of the complaint handling procedure
 10. To all matters not regulated herein, the relevant provisions of the Polish Civil Code shall apply

Chapter V Warranty Disclaimer and Limitation

1. The warranty shall be applicable only if assembly is carried out by an authorised team of assemblers
2. Warranty liability shall cover only defects caused by reasons inherent in the product sold. The Manufacturer's (Guarantor's) warranty shall not include:
 - quantity deficiencies in product and its accessories visible upon purchase (patent defects)
 - defects and damage caused by the improper assembly of product or assembly inconsistent with the product assembly manual and the general rules of product use and maintenance
 - defects and damage due to which the product price was reduced
 - defects and damage caused by the Customer's attempt to assemble product on his or her own
 - defects and damage caused by wilful damage to product
 - changes in product with natural veneer resulting from natural processes (e.g. natural changes in the colour of wood during use, the degree of which depends on the level of sunshine)
 - small hairline fractures, small sound grown-up knots, small structure irregularities, overgrowths and differences in shades that indicate the genuineness of the natural fabric that natural veneer is
 - slight differences in the shade and the drawing of product veneering elements (this is because wood and natural veneer have varied shades and drawings)

3. If the piece of product qualified for replacement has any other defects not covered by the warranty, the Seller may refuse to replace such a piece of product.
4. The warranty shall expire if the title of ownership was transferred because of a crime.
5. It shall be deemed that the Customer waives his or her warranty and warranty rights if he or she makes it impossible to carry out a repair.
6. If a defect in the product under warranty is removed as part of the warranty, the Customer may not benefit from statutory warranty with respect to the same defect.
7. The Seller may refuse to accept uncleaned product (mud, dust, sand) for repair or replacement.
8. The warranty rights do not include the right of the Customer to claim any lost profit and compensation for any damage caused by a product defect.
9. The Seller shall not be liable for any damage to health if caused by the improper operation of the products.
10. The manufacturer reserves the right to introduce product innovations that do not affect the durability and functionality of product.

NOTE: Please read and comply with the product user's manual (if any). A lack of familiarity and non-compliance with the user's manual shall result in complaint claims not being recognised.

I have read this Warranty Letter and accept the terms and conditions hereof.

Date of sale:

Sales invoice number:

contact details

sales@thinkspaceoffice.com

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